



# Employee Assistance Services

## Welcome To Your Employee Assistance Program\* – For E-Counselling Clients

The Employee Assistance Program (EAP) offered by Employee Assistance Services (EAS), Health Canada, is in place to help you and your immediate family members cope with personal difficulties that may be affecting your social, mental or physical well-being, and/or your work performance. The cost of the EAP is prepaid by your employer.

All of our counsellors are qualified, experienced, mental health professionals in private practice who provide short-term, solution-focussed counselling.

This Program is voluntary and strictly confidential – you choose whether or not to participate, and no one will know that you have accessed the EAP, nor for what reason.

### What can I expect from my EAP e-counsellor?

Your e-counsellor will assess the nature and severity of your issue. If you are dealing with multiple issues, you and your e-counsellor will determine the most pressing one and your e-counsellor will recommend a course of action to address the others.

Your e-counsellor will work with you to:

- set realistic and attainable goals;
- assess obstacles to reaching your goals;
- suggest coping strategies;
- develop an action plan;
- find the most appropriate community resource for on-going help (if required);
- provide interim support, for example, if you are on a waiting list.

### When is EAP most effective?

EAP counselling is most successful with issues that can be resolved with short-term counselling, with no need for further assistance.

### How many "appointments" should I expect to have?

The number of appointments varies from one individual to another, depending on the e-counsellor's assessment of the nature, severity and urgency of your issue. E-mail is typically exchanged once a week for an average period of 3 weeks.

### What if the assistance I require is beyond the scope of EAP?

If your e-counsellor determines that you need more extensive or specialized care, s/he will refer you to appropriate services outside the EAP. These services may take the form of long-term therapy, financial counselling, medical treatment, support groups, etc.

### What is the cost for resources "outside" the EAP?

Some services may be covered by your employee or your provincial/territorial health plan and/or may be free of charge through social or mental health services in your community. Please note that neither the Employee Assistance Program, nor the Employee Assistance Services of Health Canada, cover costs for external services.

### What happens after a referral outside the EAP?

Within a few weeks of your referral, your e-counsellor will follow-up with you to see whether you were successful in reaching the external/community resource. In the months afterward, your e-counsellor may follow-up again to offer additional support or to verify that the services received in the community were appropriate and satisfactory.

If you have any questions, comments, or concerns about the EAP services provided by EAS, please feel free to call us at 1-800-268-7708 to let us know.

All personal information is treated confidentially.

Your quality of life is important to us. Your Employee Assistance Program is here to help you!

\*Please note that our EAP includes: federal employees of EAS customer departments/agencies, Canadian Forces members and individuals covered by the Veterans Affairs Canada Assistance Service. In most cases, coverage extends to immediate family members/dependents (if you are unsure, please verify with your EAP coordinator or HR advisor).

Disclaimer: EAP counsellors do not make diagnoses, advocate on your behalf in a court of law, or provide formal assessments/expert recommendations on matters such as fitness to work or child custody/access.